Charles County Government

# Self-Directed Study Training Catalog

If you want to succeed, you must make your own opportunities as you go.

-John B. Gough

In response to increased requests for training, the Department of Human Resources has researched and developed several free training resources for County employees.   These resources are available for County employees to use at their own convenience, according to their own schedules.

The resources fall into four main categories:

❖ Online training;

❖ Webinars;

❖ Training Resource Library;

❖ Local resources.
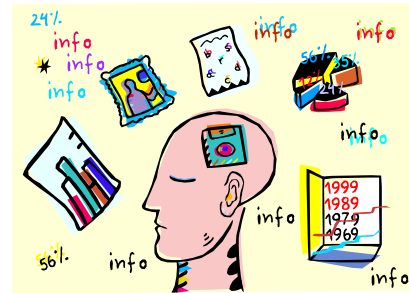
Courses and resources that are required for some employees are noted in the course description. All of the courses and materials listed in this catalog are free to access and utilize.

If you have any questions regarding this catalog or any of the materials, please feel free to contact Nikki Bradburn at (301) 645-0548 or Bradburn@charlescounty.org

Please notify your department's Personnel Coordinator or Nikki Bradburn when you attend a training of any kind, for tracking purposes.

Online Training

There are numerous sources for free online training. Programs vary from basic articles, to tutorials, to online videos and brief courses. These resources may be helpful:

ICG/Intranet

- Information about Microsoft Office – Word, Excel, and Power Point

- Link to ICG's Information Technology User Assistance resources.

- Link to Information Technology's New User Orientation.

Federal Emergency Management Agency (FEMA)

- Online courses through the independent study program; materials can be printed

- Courses: Leadership & Influence;
            Decision-Making & Problem Solving;
            Effective Communication;
            Developing & Managing Volunteers;
            Numerous disaster management,
            engineering, and environmental courses

- Click to access the course list.

Additional resources:

Microsoft Web Site
- Tutorials on Word, Excel, and Power Point
- Access through the link above the Microsoft web site

Centers for Disease Control (CDC)
- Articles, online calculators, and brief videos on health-related and workplace safety topics
- To access: http://cdc.gov/

Resource Center
- Online courses focusing on volunteer management, community involvement, and project management
- Resource Center. Click Select Resource type to view a list of resources.

Safety Toolbox Talks
- Safety information and brief safety presentations ready for printing
- To access: http://safetytoolboxtalks.com/

Free Management Library
- Extensive free library on a wide variety of topics, including supervision, customer service, career development, and communication.
- Access at: http://www.managementhelp.org/

There may be additional resources available for online training through local and state membership associations; professional associations; alumni groups; and many more avenues.

Webinars

Online resources for free webinars abound; the web sites listed here

provide a variety of relevant, useful information. You may also find

free webinars through associations or groups

in which you hold membership – check their web sites

to see what they offer.

American Management Association

⌨ Access at: www.amanet.org
- o Click on Training Solutions for Individuals (along the top toolbar)
- o Click on Web Events
- o Click on Webcasts (along the left sidebar)
- o Select a webcast and register.

⌨ Requires registration – you must enter your email address and create a password to view the webcasts.

⌨ On-demand recorded webcasts on hundreds of topics, including:

- o Beyond Time Management
- o From Chaos to Control: How to Be Resilient to Workplace Stress
- o Mastering the Art of Working for Multiple Bosses
- o 10 Steps for Leading Productive Meetings
- o Communicating Across Generations
- o The Art of Extraordinary Customer Service
- o Beyond the Paycheck: Keeping Your Employees Inspired, Engaged, & Productive
- o High-Impact Decision-Making
- o The Simple Way to Get Through to Difficult People
- o Leadership Smarts
- o Managing In Government
- o Thinking On Your Feet
- o Harnessing the Power of Project Management
- o Fired Up Leadership: How to Make Your Team Thrive
- o …and many, MANY more!!

ERE Media

⌨ Access at: www.ere.net/webinars

⌨ Topics include:
- o Succession Planning
- o Generation Y: Bridging the Generation Gap in Corporate America
- o How to Attract and Retain Top Performing Employees
- o Professional Networking
- o And more

International Institute for Learning

⌨ Access at: https://learningcenter.iil.com/Saba/Web/Main/goto/Catalog

⌨ Topics include:
- o Change Management – Organizational and People
- o Managing Multiple Projects Overview
- o Project Management Leadership
- o The Art of Feedback
- o The Power of Acknowledgment
- o Microsoft Excel Tips and Tricks

Cisco Webex

- 🖥 Access at: www.webex.com/web-seminars/
- 🖥 Numerous webinars with practical information, but the presentation materials are not available for printing.
- 🖥 Topics include:
    - Creating a High-Performing, Values-Aligned Culture
    - Beyond the Bar Graph: Effectively Using Statistics to Enhance Presentations and Proposals
    - Leading in Uncertain Times
    - Reward & Recognition on a Limited Budget
    - Green 101: The Basics – and Misconceptions – of Reducing Your Power Consumption
    - Discovering Your Inner Strengths
    - Essential Coaching Skills for Managers
    - Helping People Win at Work
    - "Localtising": A Tactical Approach to Marketing in Your Trade Area
    - Leading People During Times of Change
    - Survival Skills for First-Year Managers
    - More Survival Skills for New Managers
    - Keep Employees Productive, Focused, and Flexible Amidst Change
    - Managing People's Energy: The Power of Alignment
    - Taking the Fear Out of Feedback
    - Do Happy Employees Lead to Happy Customers: Revisiting the Employee-Customer Connection
    - Conversational Marketing – Interrupt Less and Interact More
    - Green to Gold: Environmental Thinking
    - Creating a Customer-Focused Company
    - Challenging Conversations: Transforming Conflict into Productivity
    - How to Overcome Marketing Operations Challenges
    - Leading People through Change
    - Telework: A Critical Component of Your Green and Talent Management Strategy
    - …and many, MANY more! Full list available on the web site.

Group Webinars

- The following webinars will be held in the Computer Training Room.
- Attendees will view the webinar, with a facilitated interactive discussion and supplemental materials to follow.
- Registration is required – anyone interested in attending these webinars must complete the Training Registration Form at the end of this catalog and obtain their supervisor's approval.
- Webinar schedule:

  - **Ready, Set, Recover! Management Best Practices**
    - Date: Tuesday, September 28, 2010
      9:00 am – 10:30 am
      Computer Training Room

  - **Beyond the Paycheck: Keeping Employees Inspired, Engaged & Productive**
    - Date: Wednesday, October 27, 2010
      9:00 am – 10:30 am
      Computer Training Room

Training Resource Library

Human Resources maintains a resource library with books, videos, and audio tapes on supervisory, customer service, communication, and other topics. County employees may borrow these resources for two weeks at a time. For more information, or to check out an item, contact Human Resources.

A partial list of items is below. For a complete list, contact Nikki Bradburn.

Books

- 50 One-Minute Tips for Retaining Employees
- 180 Ways to Walk the Leadership Talk
- 180 Ways to Walk the Recognition Talk
- 175 Ways to Get More Done in Less Time
- 1001 Ways to Reward Employees
- Birth Order Book: Why You Are the Way You Are
- Building Customer Loyalty
- Business As Unusual – Handbook for Managing & Supervising Organizational Change
- Business Etiquette & Professionalism
- Criticism & Discipline Skills for Managers
- Death by Powerpoint: A Modern Office Survival Guide
- Dressing Smart for Women
- Effective Committees: Secrets for Success
- Emotional Intelligence
- Employee Handbook for Organizational Change
- Essentials of Credibility, Confidence, & Composure
- Fat-Free Writing: Business Writing for the Information Age
- Find the Bathrooms First!
- Forget For Success
- From Technical Specialist to Supervisor
- High Impact Presentations

- Getting Things Done: The Art of Stress-Free Productivity
- How To Deal With Difficult People
- How To Get Your Point Across in 30 Seconds or Less
- How To Improve Your Customer Service
- How To Supervise People
- How To Win Friends & Influence People
- I Would Rather Be Audited by the IRS than Give a Speech
- Inspire Any Audience
- Interviewing Techniques: Making the Right Choice
- Listen Up, Customer Service
- Manager's Coaching Handbook
- Managing Negative People
- Measure & Manage Stress
- Motivating Today's Employees
- New Supervisor: Stepping Up With Confidence
- People: Managing Your Most Important Asset
- Recognition, Gratitude, & Celebration
- Solving Performance Problems: A Leader's Toolkit
- Supervisor's Guide to Coordinating People & Tasks
- Team Building: An Exercise in Leadership
- Techniques For Communicators
- We've Got to Start Meeting Like This
- Your Next Speech: 66 Ways to Improve It
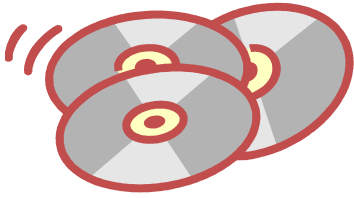
Audio/CDs

-Empower Tools Audio CDs:
  -Survival At the Speed of Life
  -The PCs of Presenting & Communicating
  -What's INSIDE-the-Box Thinking?
  -You Can Always Get What You Want
-High Achievement, Here & Now (audiotape)
-How To Speak Up, Set Limits, & Say No (audiotape)
-How To Supervise People (audiotape)
-Human Side of High Performance (CDs and book)
-Motivation & Productivity (audiotape)
-Using E-mail Effectively (audiotape)
-Winning Telephone Tips (audiotape)

Videos

-Assertiveness Skills
-Birth Order & Managing People
-Customer Service in the Public Sector
-Documenting for Performance Evaluation
-Ethics in the Workplace
-First Things First Video Workshop
-Getting Started: A Guide to Retirement Savings
-Negaholics (3 volumes)
-Performance Measurement Basics
-Resolving Conflicts in the Workplace (with study guide)
-Safety training videos – numerous videos on a wide variety of topics
-Sexual Harassment
-Shortcuts to Creating & Maintaining Organized Files
-Solving People Problems on the Job
-Stress Management
-The Performance Evaluation Interview
-Workplace Violence

Local Resources

Several non-profit organizations in Charles County offer free presentations and workshops upon request. Agencies such as the Department of Health, Civista Medical Center, the Red Cross, Alzheimer's Association, and local financial planners can provide this service. Charles County Government will continue to work with these agencies to provide free workshops to County employees, and will advertise those workshops as they become available.

You may also know of workshop opportunities through a local trade or membership organization; please contact Nikki Bradburn if you have any additional resources.

County employees encompass a wealth of information, and serve as subject matter experts in various areas. If you are interested in giving a brief presentation/workshop to other County employees, contact Nikki Bradburn.

TRAINING REGISTRATION FORM
Mail to "Human Resources - Nikki Bradburn, Government Building"

To register for a program listed in the latest Training & Development class schedule, please copy this form and submit one copy per employee to the Department of Human Resources. This form will not be accepted unless it is signed by the Supervisor, Division Head/Chief, or Department Head.

Signing up for alternate programs is suggested.   It may not be possible to accommodate all requests for a particular class on a specific date as some may fill quickly. Also, some programs may be changed, rescheduled, or canceled if enrollment is low. Additional sessions will be added as required, so employees may be contacted to be scheduled for another session or placed on a wait list. Employees will be notified of changes as soon as possible.

Cancellation of registration for any program must be received three days prior to the scheduled program date. If cancellation is not received three days prior, a per participant cost will be charged to the Department if the seat cannot be filled. (Emergency situations are the exception).

An employee requiring accommodation under ADA may contact Nikki Bradburn at -2548.

CHARLES COUNTY TRAINING & DEVELOPMENT REGISTRATION
Please *print* the following information.

Participant's Name:_____ Date:_____

Job Title:_____ Work Phone:_____

Department:_____ Division:_____

Circle One: Part-time   Full-time   Desktop Computer: YES   NO

Supervisor's Signature:_____

Division Head's Signature:_____

Dept. Head's Signature (if required):_____

COURSE TITLE	(Session) DATE & TIME